

On the "Q"

Quality Star Program Update

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The time has come GDOT...to make "Quality" our 5th core value!



The GDOT leadership team has accepted the challenge to incorporate quality into our work. This process has involved quality-focused team meetings within the divisions, identifying areas appropriate for focus and inclusion. The result of the months of research and discussion is the GDOT Quality Star Program, which will feature four of our quality supporting programs: GDOT Safety Program, Back to Basics, Employee of the Month and GDOT Service Awards. An implementation team is moving ahead quickly with the development of the QSP and looks to roll out the full-scale program in the fall of this year.

Employees in GDOT's five divisions of Business/Parking, Engineering, Operations, Planning and Public Transportation are all being tasked with reaching for a higher standard of quality. On the streets, in the buses, at the customer service desks, and wherever our work will be seen and felt by city residents...an extra push toward quality goals will evoke a personal pride in our duties and reflect well on GDOT and the City.

The quality effort is focused on your duties within GDOT where the fruits of our labor will be most apparent to our customers...the citizens. But quality is also very contagious, and can easily be passed not only between employees, divisions and departments, but may touch your personal life as well!

Look for opportunities to increase the level of quality around you as we communicate the personal and team benefits of making quality a key in all that we do. If you have comments or suggestions for the quality effort, please share them with your supervisor or e-mail them to GDOTQuality@greensboro-nc.gov. Working together, we can make quality our 5th core value!

A "Q" tip...

When receiving a request from a customer, never focus on what you can not do, but what you can. That's quality!

Trivia

Identify the author of the following quality quote. A winner of a \$25 Dicks Sporting Goods gift certificate will be drawn from all correct answers received.

E-mail your response to GDOTQuality@greensboro-nc.gov by _____.

"Well done is better than well said" was quoted by

- A. Abraham Lincoln
- B. Benjamin Franklin
- C. William Penn
- D. John F. Kennedy